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**📄 Management Information System (MIS) Proposal**

**For: Stanbic Bank Uganda Limited (SBUL)**

**Date:** April 2025  
**Prepared by:** [Your Name / Department]

**1. Executive Summary**

This proposal recommends the development and implementation of an integrated Management Information System (MIS) to support Stanbic Bank Uganda Limited’s strategic objectives. The MIS will enhance data-driven decision-making, improve operational efficiency, and strengthen customer experience while aligning with SBUL’s vision of delivering superior value and driving Uganda’s economic growth.

**2. Introduction**

As Uganda’s leading financial institution with a 42% market share and nearly 740,000 customers, SBUL faces increasing complexity in managing its data across retail, corporate, and digital channels. With rapid digital growth, stakeholder expectations, and regulatory compliance requirements, a robust MIS is necessary to ensure agility, responsiveness, and sustainability.

**3. Current Situation & Problem Statement**

While SBUL has achieved significant digital transformation (e.g., 6,483 agents, 1,968 POS machines, 50,000+ social followers), existing information systems operate in silos, causing:

* Delays in data retrieval and reporting
* Inconsistencies across customer, financial, and performance data
* Limited real-time business intelligence and predictive analytics
* Challenges in risk management and compliance tracking
* Limited integration between departments and subsidiaries

These gaps limit SBUL’s ability to provide real-time insights to stakeholders and make agile business decisions.

**4. Proposed MIS Solution**

We propose the design and deployment of a centralized, cloud-enabled **Management Information System** that integrates:

* **Customer Relationship Management (CRM)**
* **Core Banking System Integration**
* **Human Resource Information System (HRIS)**
* **Financial and Performance Dashboards**
* **Risk and Compliance Modules**
* **Data Analytics and Reporting Tools**

This MIS will serve as a single source of truth, enabling strategic reporting, operations optimization, and regulatory compliance.

**5. Objectives of the MIS**

* 📊 Improve real-time access to critical business data
* 🧠 Enable data-driven decision-making at all levels
* 🔗 Integrate all subsidiaries (e.g., SBG Securities, FlyHub, Incubator)
* 📈 Enhance performance tracking (financial, operational, ESG)
* 🧾 Automate regulatory compliance reporting
* 👥 Strengthen stakeholder engagement (internal and external)

**6. System Requirements**

**Functional Requirements**

* Dashboard with customizable KPIs (customer metrics, loan performance, deposits)
* Integration with Core Banking, CRM, and HR systems
* Real-time reporting and data visualization
* User role management and access controls
* Automated alerts and notifications
* Data warehouse and historical trend analysis

**Non-Functional Requirements**

* Cloud-based with offline synchronization capabilities
* High availability (99.9% uptime)
* Scalable to accommodate 1M+ customers
* Secure (end-to-end encryption, MFA, audit logs)
* Compliant with Bank of Uganda regulations and GDPR

**7. Implementation Plan**

| **Phase** | **Activity** | **Timeline** |
| --- | --- | --- |
| 1 | Needs Assessment & Stakeholder Consultation | May 2025 |
| 2 | System Design & Vendor Selection | Jun–Jul 2025 |
| 3 | Development & Integration | Aug–Oct 2025 |
| 4 | Testing & Training | Nov 2025 |
| 5 | Rollout (Pilot & Full Launch) | Dec 2025–Jan 2026 |
| 6 | Post-implementation Support & Monitoring | Feb 2026 onwards |

**8. Expected Benefits**

* 📉 Reduced operational costs through process automation
* 🔎 Improved regulatory compliance and audit readiness
* 🕐 60% reduction in report preparation time
* 💼 Empowered leadership with real-time insights
* 🌱 Support for SDG tracking and sustainability reporting
* 👥 Better customer service through unified data views

**9. Cost-Benefit Analysis (High-Level)**

| **Item** | **Estimated Cost (UGX)** |
| --- | --- |
| System Design & Licensing | 2.5 billion |
| Infrastructure Upgrade | 1.2 billion |
| Staff Training & Change Management | 600 million |
| Annual Maintenance | 500 million |
| **Total (1st Year)** | **~4.8 billion** UGX |

**ROI projection:** 2.2x within 3 years through cost savings, increased efficiency, and improved customer retention.

**10. Risks & Mitigation**

| **Risk** | **Mitigation** |
| --- | --- |
| User resistance | Early stakeholder engagement, continuous training |
| Data migration errors | Data audits and pilot testing |
| Downtime during rollout | Staggered implementation and backups |
| Cybersecurity threats | Robust encryption, firewalls, continuous monitoring |

**11. Conclusion & Recommendation**

Investing in an integrated MIS will transform Stanbic Bank Uganda into a more agile, data-driven organization capable of leading Uganda’s financial sector into the future. It aligns with SBUL’s strategic vision and sustainability goals while offering measurable benefits in efficiency, compliance, and customer satisfaction.

**Recommendation:** Approve the MIS proposal for phased implementation starting May 2025.

**🎯 Slide 1: Title Slide**

* **Title:** Management Information System (MIS) Proposal
* **Subtitle:** For Stanbic Bank Uganda Limited (SBUL)
* **Date:** April 2025
* **Prepared by:** [Your Name or Department]
* *(Add SBUL logo and a clean, professional background)*

**📌 Slide 2: Executive Summary**

* Need for a centralized MIS to enhance decision-making
* Aligns with SBUL’s vision and digital growth strategy
* Proposes an integrated system connecting departments and subsidiaries
* Phased implementation starting May 2025

**🔍 Slide 3: Introduction**

* SBUL is Uganda’s largest commercial bank
* Over 739,000 customers and UGX 9.3 trillion in assets
* Current growth and digital expansion need smarter data systems
* MIS will support strategic and operational excellence

**⚠️ Slide 4: Current Situation & Challenges**

* Disconnected systems across departments
* Delayed reporting and limited business intelligence
* Manual compliance tracking
* Lack of real-time, centralized data visibility

**💡 Slide 5: Proposed MIS Solution**

* Integrated, cloud-based MIS
* Key modules:
  + CRM & Core Banking Integration
  + HR Information System
  + Financial Dashboards
  + Risk & Compliance Tools
  + Reporting & Analytics

**🎯 Slide 6: MIS Objectives**

* Improve real-time access to critical data
* Drive evidence-based decision-making
* Streamline operations across subsidiaries
* Automate compliance and regulatory reports
* Enhance customer and stakeholder experience

**⚙️ Slide 7: System Requirements**

**Functional:**

* Real-time dashboards
* Custom KPIs and reports
* User access controls
* Alerts and analytics

**Non-Functional:**

* Cloud-based, scalable, secure
* 99.9% uptime
* Compliant with BOU & GDPR

**🛠️ Slide 8: Implementation Plan**

| **Phase** | **Activity** | **Timeline** |
| --- | --- | --- |
| 1 | Needs Assessment | May 2025 |
| 2 | Design & Vendor Selection | Jun–Jul 2025 |
| 3 | Development | Aug–Oct 2025 |
| 4 | Testing & Training | Nov 2025 |
| 5 | Rollout | Dec 2025–Jan 2026 |
| 6 | Support | Feb 2026 onward |

**✅ Slide 9: Expected Benefits**

* Reduced manual operations
* Faster decision-making
* Compliance readiness
* Improved customer service
* ESG and SDG tracking
* Scalable for future growth

**💰 Slide 10: Cost-Benefit Overview**

| **Item** | **Estimated Cost (UGX)** |
| --- | --- |
| System Design & Licenses | 2.5B |
| Infrastructure Upgrade | 1.2B |
| Training & Change Mgmt | 600M |
| Maintenance (Annual) | 500M |
| **Total (Year 1)** | **~4.8B UGX** |

* **ROI:** 2.2x over 3 years

**⚠️ Slide 11: Risks & Mitigation**

| **Risk** | **Mitigation** |
| --- | --- |
| Staff resistance | Training & communication |
| Data migration errors | Pilot testing |
| Downtime | Phased rollout |
| Cybersecurity | Encryption, monitoring |

**🏁 Slide 12: Conclusion & Recommendation**

* MIS is essential for growth, compliance, and operational efficiency
* Aligns with SBUL’s mission to drive Uganda’s economic progress
* **Recommendation:** Approve phased implementation starting May 2025

**📞 Slide 13: Q&A / Contact**

* **Thank You**
* Questions?
* [Insert contact info or department name]